







Knowing your Options for Behavioral Health Care

You have many options when you need behavioral health care. A good place to start is to check with your care manager. You can review the information below to help you understand your choices.

Service Type:	When To Use:	Help You Could Receive:
<div></div> <div>24/7 Nurse Line Call 1-866-600-2139 (Aetna Better Health Premier Plan (MMAI))</div>	<p>When you want to talk to a registered nurse to get answers to your behavioral health questions.</p>	<ul style="list-style-type: none">• Education about behavioral health topics and symptoms• Answers to your questions about when/where to get care
<div></div> <div>Outpatient BH services Need help finding a provider? Call 1-866-600-2139</div>	<p>When you need ongoing support like counseling, medication management, or telehealth services.</p>	<ul style="list-style-type: none">• Counseling• Medication Management• Telehealth (Brave Health Mathers Clinic)
<div></div> <div>Community Mental Health Center/ Certified Community Behavioral Health Clinics Need help finding a clinic? Call 1-866-600-2139</div>	<p>When you need access to a team that can help with case management, therapy, medication, and connecting to resources in your community.</p>	<ul style="list-style-type: none">• Case management• Counseling• Medication management• Assertive and community support• Substance use treatment• Crisis services• Peer support
<div></div> <div>Crisis and Referral Entry Services (CARES) Call 1-800-345-9049</div>	<p>When you need urgent help or guidance during a mental health crisis.</p>	<ul style="list-style-type: none">• Mental health evaluation and services• Support, guidance and resources• Crisis intervention
<div></div> <div>Living Room Programs Need help finding a living room program? Call 1-866-600-2139</div>	<p>When you need a calm, welcoming place to go during a behavioral health crisis, but don't need the ER.</p>	<ul style="list-style-type: none">• Walk-in crisis intervention• Peer support• Safe space to stabilize and talk through what you're experiencing
<div></div> <div>Emergency Room Have someone take you there or call 911</div>	<p>When you're experiencing a life-threatening mental health or substance use crisis and need immediate help.</p>	<ul style="list-style-type: none">• Life threatening BH or substance abuse crisis